

## EAST SUSSEX FIRE AUTHORITY

<b>Meeting</b>	Scrutiny and Audit Panel
<b>Date</b>	22 July 2021
<b>Title of Report</b>	Performance Report for Quarter 4 2020/21
<b>By</b>	Liz Ridley, Assistant Director – Planning & Improvement
<b>Lead Officer</b>	Sharon Milner, Planning & Intelligence Manager
<b>Lead Member</b>	Cllr Paul Redstone

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<b>Background Papers</b>	None
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<b>Appendices</b>	Appendix 1 – Quarter 4 report
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### Implications

<b>CORPORATE RISK</b>		<b>LEGAL</b>	
<b>ENVIRONMENTAL</b>		<b>POLICY</b>	
<b>FINANCIAL</b>		<b>POLITICAL</b>	
<b>HEALTH &amp; SAFETY</b>		<b>OTHER (please specify)</b>	
<b>HUMAN RESOURCES</b>		<b>CORE BRIEF</b>	
<b>EQUALITY IMPACT ASSESSMENT</b>			

<b>PURPOSE OF REPORT</b>	<b>To present the fourth quarter and year end results for 2020/21.</b>
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<b>EXECUTIVE SUMMARY</b>	This report provides the Scrutiny and Audit Panel with a summary of service performance information for the 4 <sup>th</sup> quarter of 2020/21 and year end results.
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The report contains information against 21 indicators.

Additional information on sickness and East Sussex Fire & Rescue Service (ESFRS) road traffic collision data is also contained in the report as requested by Members at previous meetings.

Due to the national pandemic, the Service has adapted new models of service delivery including telephone home safety visits and business safety audits. The direction of travel indicators in these areas are not comparable therefore have not been included.

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**RECOMMENDATION**

The Scrutiny and Audit Panel is asked to:

1. Consider the performance results and progress towards achieving the Service's purpose and commitments as contained in Appendix 1.
  2. Consider the performance results and remedial actions that have been taken to address areas of under performance in the Fire Authority's priority areas.
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## **1. INTRODUCTION**

- 1.1 This report contains the quarter 4 and year end performance indicator results for 21 performance indicators for 2020/21, against the results for the same period in 2019/20 where comparable. The direction of travel column is comparing the Service's performance at the year-end in the current year against the previous one.
- 1.2 The report will look at the quarter results and then the year end results for ease and clarity.
- 1.3 Due to the limitations imposed by the COVID-19 restrictions ESFRS has continued to find other ways of undertaking home safety visits, business safety audits and engagements. Hence, as per the previous performance reports this year, the standard PIs do not reflect this additional work and the direction of travel has not been reported against these areas. Therefore this report includes all indicator results, but only shows the previous year comparison against 16 of the total 21.
- 1.4 The additional information about the numbers of telephone home safety visits and other business safety work has been included in Appendix 1 to show the level of extra work that has been undertaken during the pandemic. As previously reported there is again more information in the main body of this report covering a range of other activities that ESFRS community safety and business safety teams have been doing to support the local community during this time.

## **2. MAIN ISSUES**

### **2.1 Quarter 4 results**

- 2.2 Eleven of the 16 indicators that are reported against are showing an improvement in performance against the same quarter in the previous year, two are the same and three are showing a decline.
- 2.3 Of those reporting a decline in performance; three indicators are reporting at least a 10% decline in performance against quarter 4 2019/20. These are:
- (i) Number of workplace reported accidents / injuries
  - (ii) The percentage of AFA mobilised calls to properties covered by the RRO that were classified as a primary fire

### **2.4 Year end results**

- 2.5 Fourteen of the 16 indicators that are reported against are showing an improvement in performance against the previous year and two are showing a decline.
- 2.6 Only one indicator is showing a decline in performance of greater than 10% in the year end results against the previous year:
- (i) The percentage of AFA mobilised calls to properties covered by the RRO that were classified as a primary fire

### 3. **PERFORMANCE PRIORITY AREAS**

3.1 The Fire Authority priorities as agreed by the Scrutiny and Audit Panel remain unchanged as below:

1. Reducing accidental dwelling fires
2. Confining the fire to the room of origin
3. Reducing attendance at false alarm calls
4. Increasing the number of home safety visits to vulnerable members of our community
5. Reducing sickness
6. Increasing inspections in high risk premises
7. Numbers of home safety visits

3.2 This report provides a summary of work undertaken against the priority areas, where relevant.

#### 3.3 **Reducing accidental dwelling fires**

3.3.1 In quarter 4 2020/21 ESFRS attended 98 accidental dwelling fires (ADFs), this is a decrease of 32 against the same period in the previous year. The year end result in ADFs shows a further improvement in performance in this area with 443 against 453 in the previous year. This is the lowest number of ADFs ever recorded by ESFRS. The ADF working group continues to proactively engage with our communities and where spikes are seen in specific areas or station grounds, detailed analysis is carried out to try and identify trends.

3.3.2 In order to understand how the service can have seen large reductions of ADFs in quarter 4 2020/21, but only decreased by 10 over the year the data has been tabulated by quarter below. It can now be seen that quarter 2 in the current year was significantly higher than in 2019/20.

Table 1: Accidental dwelling fires by Quarter 2019/20 v's 2020/21

Accidental Dwelling fires	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
2019/20	106	100	117	130	453
2020/21	105	123	118	97	443
Percentage difference	-1%	23%	1%	-25%	-2%

3.3.3 There have also been a number of social media campaigns. In February 2021 'Heads Up' was launched. This is the rebranded Black Museum and 'contains a catalogue of case studies ranging from chip pan fires through to fires caused by wheat bags. The case studies say how the fire started, what effect it had and if known, the cause of the fire.

<https://www.esfrs.org/news/2021-news/introducing-heads-up/>

3.3.4 There have also been a number of press releases reflecting recently attended incidents, for example 'Check your chimney' offering chimney fire prevention tips following a chimney fire in Hailsham in March.

<https://www.esfrs.org/news/2021-news/check-your-chimney/>

**3.4 Increasing the percentage of home safety visits that we complete with the more vulnerable members of our community**

3.4.1 We delivered 96.6% of our home safety visits to vulnerable people within our community by the end of quarter 4 2020/21, this is an increase against the previous year (91.6%). This contributes to a year end result of 95.8% against 92.2% in 2019/20. The vast majority of this work was undertaken over the telephone due to the COVID-19 pandemic.

**3.5 Reducing the number of absences of our employees due to sickness**

3.5.1 In quarter 4 2020/21 ESFRS lost 1.4 shifts per person to sickness (2.6 in the previous year quarter). The 2020/21 year end result came in at 6.6 shifts lost due to sickness, this is below the target of 7.5 shifts lost and greatly reduced against the 2019/20 result of 10.0. Levels of sickness remain low, although they have been increasing over the year. An element of this is due to COVID-19 and the fact that many employees are working from home and operational crews have changed their ways of working on station to minimise unnecessary contact and contamination. Also there has been a change in the way that COVID-19 symptom related illnesses are recorded, so currently these go under an 'other absence' code.

3.5.2 Since the pandemic began in March 2020 a further 1,404.5 shifts have been lost by employees for COVID-19 related reasons this equates to 2.6 shifts per person. However the majority of this relates to periods of self-isolation due to COVID-19 related symptoms and not because of a positive test to the disease.

3.5.3 Medically confirmed COVID-19 absence was responsible for 292.5 shifts lost, or 0.5 shifts per person. Medically confirmed cases are only reported from October 2020 due to the lack of tests available particularly in quarter 1 2020/21. The first medically confirmed test that were reported for ESFRS were in October.

3.5.4 Table 1 shows the breakdown of absence due to COVID-19 by the absence codes, calendar days and shifts lost

**Table 1 COVID related absence for 2020/21**

<b>COVID-19 Absence code</b>	<b>Total calendar days lost</b>	<b>Total Shifts lost</b>
COVID-19 (medically confirmed)	527	292.5
SELF-ISOLATION (at risk)	421	224.8
SELF-ISOLATION (household showing symptoms)	646	376.7
SELF-ISOLATION (individual showing symptoms)	245	151.5
SELF-ISOLATION (instructed by ESFRS)	434	224.5
SELF-ISOLATION (quarantining post holiday)	219	134.5
<b>Grand Total</b>	<b>2492</b>	<b>1404.5</b>

3.5.5 Figures 1, 2 and 3 contain information on whole-time, East Sussex fire control (ESFC) and support staff sickness split into long term, medium term and short term sickness respectively by quarter for the previous three years.

Figure 1 – Whole-time sickness

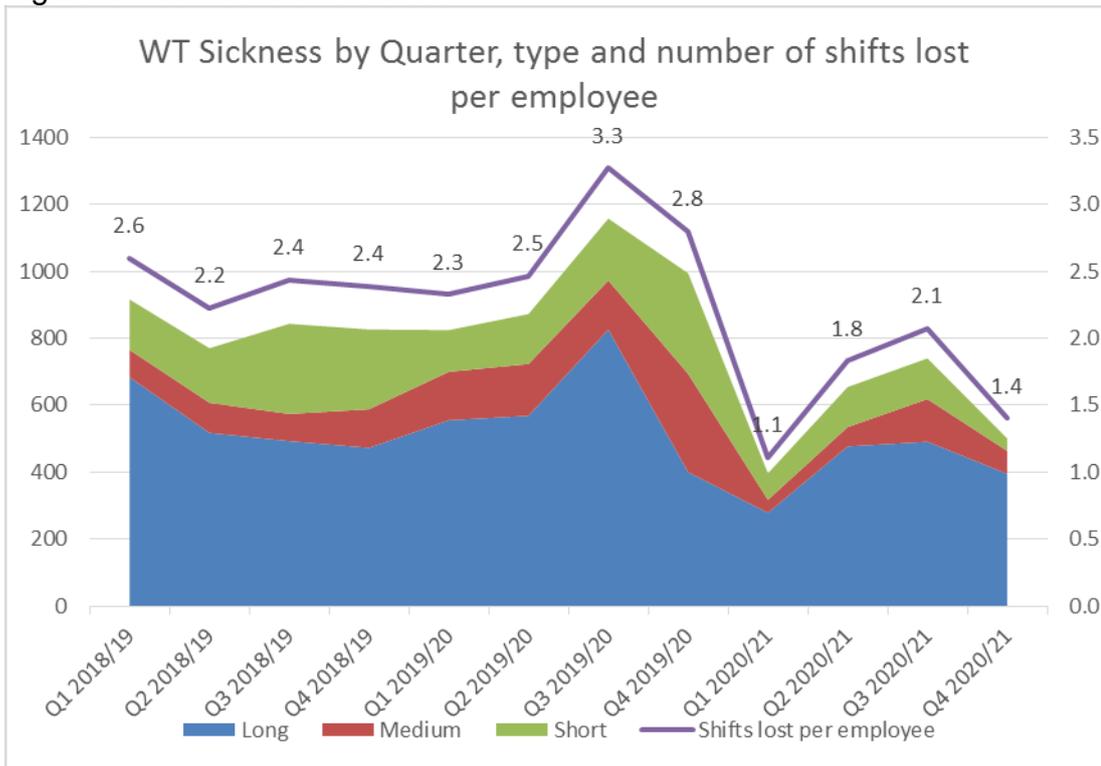


Figure 2 – East Sussex Fire Control Sickness

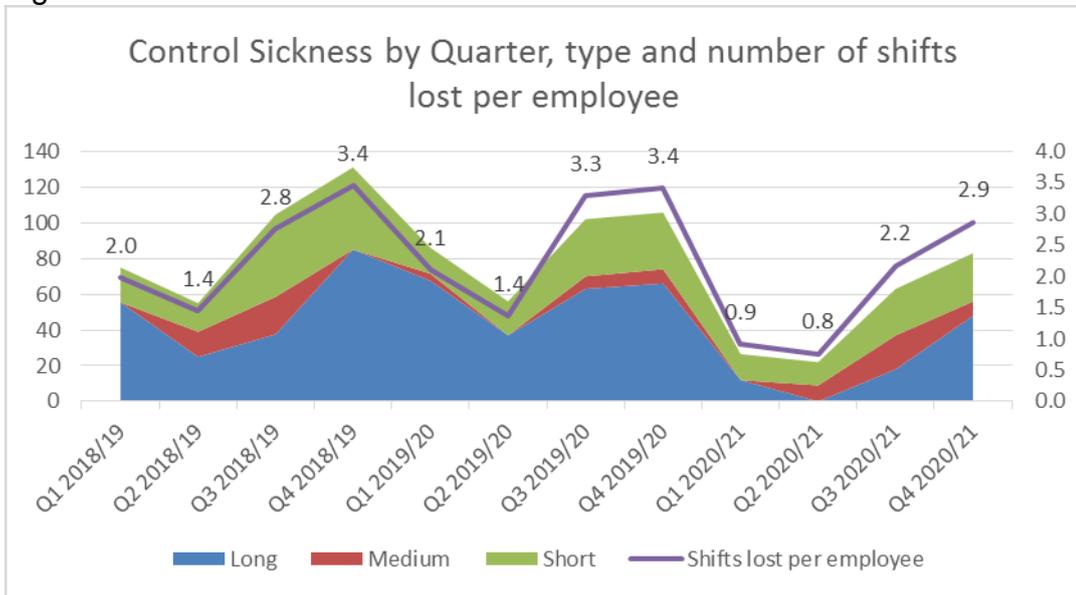
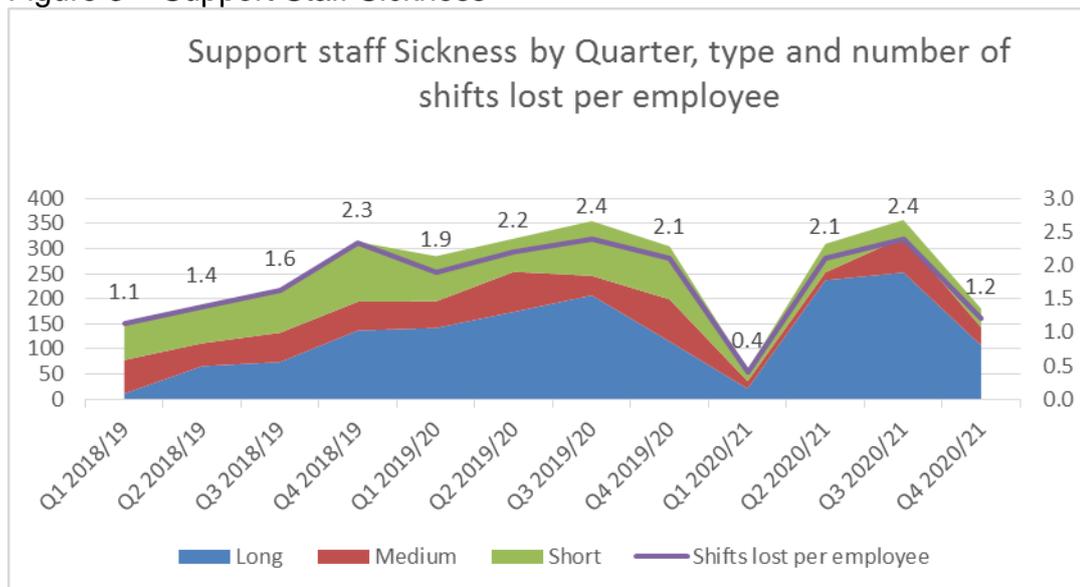


Figure 3 – Support Staff Sickness



### 3.6 Reducing false alarm calls from the base year 2009/10

3.6.1 False alarm calls attended decreased throughout quarter 4 2020/21 with a decrease of attendances against the base year of 31.6%, this was 23.0% in the same quarter in the previous year. The year end result for this indicator saw an overall decrease in attendance at false alarm calls of 36.3% against 30.4% in 2010/20.

3.6.2 Again this shift in performance can be attributed to the first COVID-19 lockdown from 19<sup>th</sup> March 2020 to 1 June 2020; a 4 week government imposed lockdown (end of October 2020) and the ensuing 4 tier system introduced after this in December; followed by a third national lockdown from 6 January 2021 until 8 March 2021 when schools started reopening. During these periods the majority of businesses were closed / unattended for long periods of time.

### 3.7 Percentage of accidental fires confined to the room origin.

3.7.1 91.8% of ADFs were confined to room of origin at the end of quarter 4 2020/21, a decrease in performance against the previous year quarter when the result was 92.3%. The year end result shows a further slight decline to 90.5% against 92.7% in 2019/20.

### 3.8 Inspections of high risk premises completed

3.8.1 There has been a big decrease in the number of inspections of high risk premises due to the COVID-19 pandemic and national lockdown on the same quarter in the previous year with 55 audits being completed against 107 in the previous year. At the end of 2020/21 330 high risk audits had been completed, in 2019/20 449 were undertaken. There was also a reduction in the business safety visits completed by crews with 82 at the end of 2020/21 against 388 in 2019/20.

3.8.2 However the business safety team have been engaging with the business community in a number of other ways and have completed a further 612 interactions, involving building regulation work, planning work and other fire safety activities.

3.8.3 Table 2 below shows the breakdown of the other interactions that were completed during **quarter 4 2020/21**. The majority of these were undertaken over the telephone.

**Table 2 Breakdown of Business safety interactions for quarter 4 2020/21**

<b>Interaction</b>	<b>Total</b>
Building Regulations	218
Housing	3
Licensing	75
Marriage Act	6
Other FS Activity	283
Planning	27
<b>Grand Total</b>	<b>612</b>

3.8.4 Table 3 below shows the breakdown of the other interactions that were completed during **2020/21**. The majority of these were undertaken over the telephone.

**Table 3 Breakdown of Business safety interactions for 2020/21**

<b>Interaction</b>	<b>Total</b>
Building Regulations	689
Housing	29
Licensing	262
Marriage Act	24
Other Consultation	2
Other FS Activity	1455
Planning	102
<b>Grand Total</b>	<b>2563</b>

### **3.9 Numbers of Home Safety Visits completed**

3.9.1 In the fourth quarter of 2020/21, 581 properties were visited. Community Safety teams and operational crews are not able to undertake home safety visits in the normal manner due to the ongoing COVID-19 pandemic. Telephone home safety visits are being conducted and in quarter 4 2,076 of these types of home safety visits were undertaken by community safety staff and operational crews.

3.9.2 Table 4 details the range of community safety work that has been carried out either on the telephone or face to face during quarter 4 2020/21.

**Table 4 Breakdown of community safety interactions during quarter 4 2020/21**

<b>Over all total (January - March 2021) HSV Telephone Assessments/ Faulty Alarm/ Interactions</b>	
Total No of Enhanced HSV Telephone Assessments	32
Total HSV Telephone Assessments (SWA)	787
Total HSV Telephone Assessments (Crews)	1257
Number of Faulty Alarms - Standard & Specialist (Gone into properties)	157
Smoke & CO Fitted (gone into properties)	346
Specialist alarms Fitted (gone into properties)	35
Blanking Plates (gone into properties)	2
Bedding & Lap Blankets (dropped off/gone into properties)	41
Smoke Alarm (Posted)	210
CO Alarm (Posted)	62
No of Info Packs sent (email)	22
No of Info Packs sent (posted)	1399

3.9.3 Table 5 details the range of community safety work that has been carried out either on the telephone or face to face during 2020/21.

**Table 5 Breakdown of community safety interactions during 2020/21**

<b>Over all total (April 2020 - March 2021) HSV Telephone Assessments/ Faulty Alarm/ Interactions</b>	
Total No of Enhanced HSV Telephone Assessments	176
Total HSV Telephone Assessments (SWA)	3263
Total HSV Telephone Assessments (Crews)	3716
Number of Faulty Alarms - Standard & Specialist (Gone into properties)	726
Smoke & CO Fitted (gone into properties)	1083
Specialist alarms Fitted (gone into properties)	111
Blanking Plates (gone into properties)	37
Bedding & Lap Blankets (dropped off/gone into properties)	112
Smoke Alarm (Posted)	1016
CO Alarm (Posted)	384
No of Info Packs sent (email)	320
No of Info Packs sent (posted)	4128

3.9.4 The community safety team are also offering a vulnerable call scheme which includes a befriending service, arranging referrals to other agencies for assistance with shopping and GP assistance for example.

**Table 6 Breakdown of the befriending calls made to vulnerable members of the community during quarter 4 2020/21**

Over all total (January - March 2021) Vulnerable Call Scheme	
Number of calls made	554
Requires a befriending call	5
Referred to other agencies for help with shopping	0
Referrals made for HSV including Faulty Alarms	66
Required GP	0

**Table 7 Breakdown of the befriending calls made to vulnerable members of the community during 2020/21**

Over all total (April 2020 - March 2021) Vulnerable Call Scheme	
Number of calls made	2828
Requires a befriending call	97
Referred to other agencies for help with shopping	35
Referrals made for HSV including Faulty Alarms	515
Required GP	4

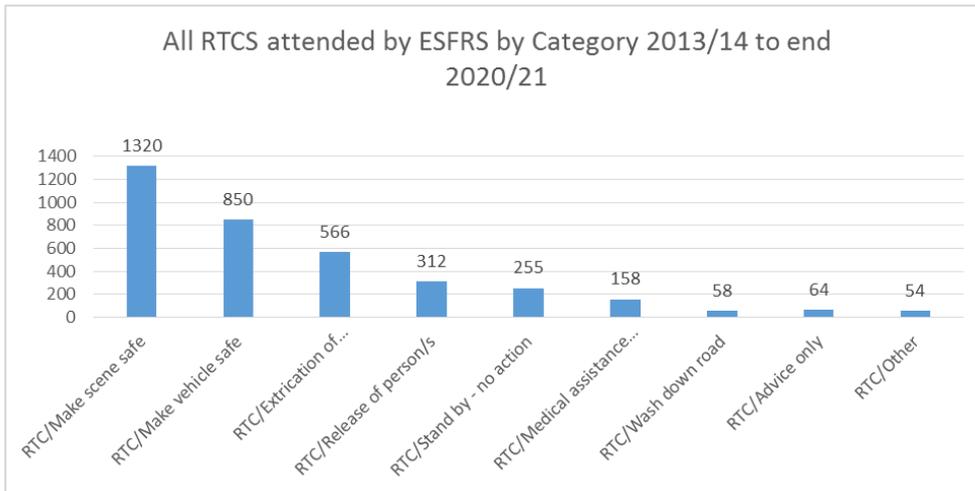
#### **4. ROAD TRAFFIC COLLISION DATA**

4.1 The following section contains information from the Sussex Safer Roads Partnership (SSRP) and internal data. The data from the SSRP is reported a year behind so the figures are for 2019/20 only. ESFRS attend approximately 18% of RTCs attended by Sussex Police. Sussex Police only report RTCs where a casualty is involved, whereas ESFRS RTCs include 'Making the scene safe' and 'Making the vehicle safe' for example. As can be seen from the table 7 there has been a drop in the total number of RTCs across East Sussex as attended by Sussex Police, but an increase to 2018/19, followed by decreases in the next two years by those attended by ESFRS. The large drop in 2020/21 is probably attributable to the COVID-19 pandemic with much of the community sticking to local areas and reduced travel across the service area.

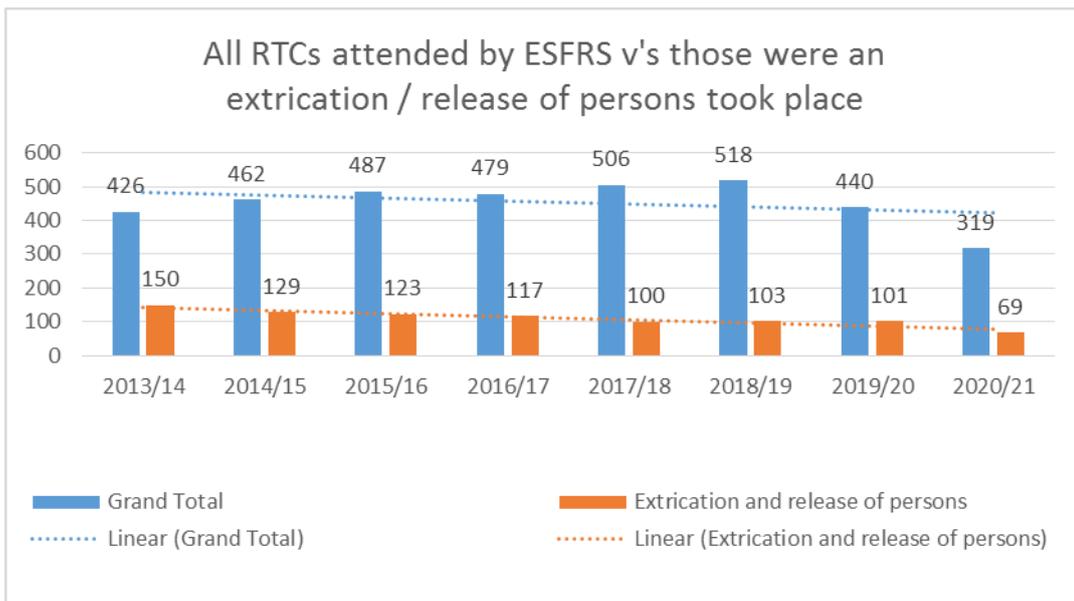
Table 7 number of ESFRS attended RTCs against the numbers of RTCs with casualties attended by Sussex Police in East Sussex

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
RTC ESFRS total attended	426	462	487	479	506	518	440	319
East Sussex All RTCs	2740	3027	3013	2823	2528	2697	2530	N/A
% of RTCs attended by ESFRS	16%	15%	16%	17%	20%	19%	17%	

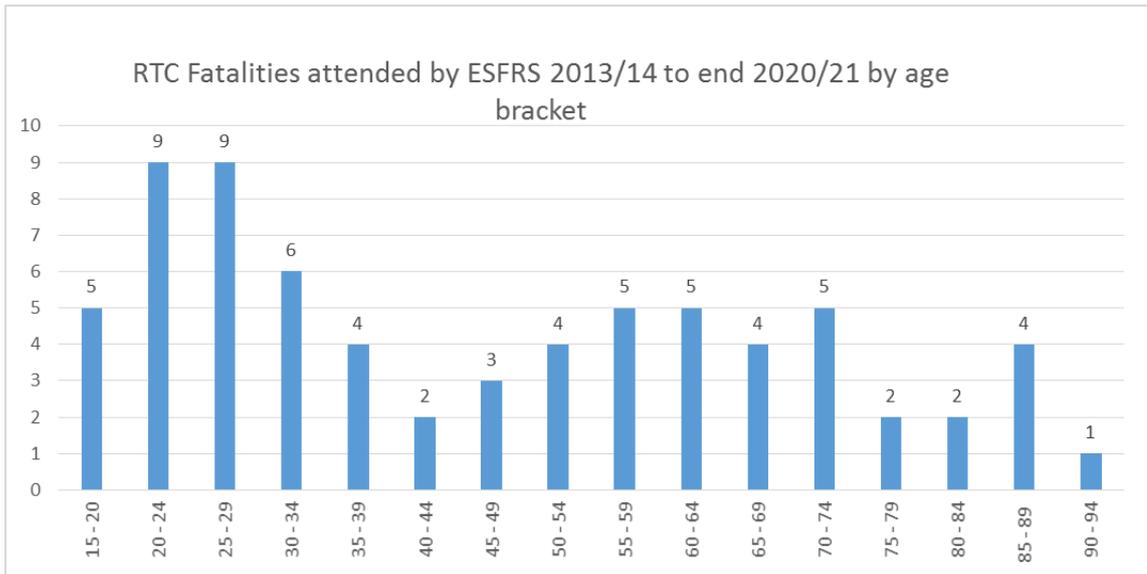
4.2 The graph below shows the number of RTCs attended over a seven year period by type to end of 2020/21. The largest category ESFRS is called to is making the scene safe. The total number where we have extricated and or released people is 878 over the period.



4.3 The following chart contains information on the number of RTCs attended against those where an extrication took place. RTC attendances are in the most recent two years showing a decrease. Extricated / release of persons trapped incidents are showing a decreasing trend over the entire reported period. This chart includes a year end result for 2020/21.



4.4 The following chart show that age range of the fatalities in RTCs attended by ESFRS over the seven year period to end of 2020/21. If the age is not known these incidents have been excluded.



**5. EQUALITIES IMPLICATIONS**

5.1 This report is for information purposes only, so there are no equality implications arising from this report.